BellSouth in data storage and, therefore, would be unreasonable
and overly burdensome."

The ALEC Coalition also proposes to retain PMAP data for a
period not to exceed 18 months. However, if an audit of
BellSouth's performance measures were to exceed 18 months, the
ALECs further propose that PMAP data should be retained for as
long as it is necessary to complete the audit.

DECISION ·

BellSouth's PMAP system is used to collect, process and
report performance data to correspond to the performance
measurements reflected in BellSouth's Service Quality Manual.
Currently, via BellSouth's Website, ALECs can retrieve monthly
performance reports that are produced on an ALEC-specific and an
ALEC-aggregate basis for the BellSouth region and for each
BellSouth state. The monthly reports also contain applicable
information concerning BellSouth's retail performance.

BellSouth's PMAP system is also used to maintain the raw
data files used to generate the monthly reports. The raw data
files are bits and pieces of data compiled from numerous
BellSouth information systems. The raw data files maintained in
PMAP are ALEC-specific and provide each ALEC with the capability
of tracking down an individual service order or individual
trouble ticket.

Because of the enormous size of the raw data files, we
concur with BellSouth that retention of this data for a period
longer than 18 months be would be unreasonable and overly
burdensome. However, we find it reasonable for BellSouth to
retain the monthly reports produced in PMAP for a three-year
period.

BellSouth shall retain the performance measurement raw data
files for a period of 18 months and further retain the monthly
reports produced in PMAP for a period of three years.

XXXVII. <u>AFFILIATES</u>

All parties agree that the definition of "affiliate" contained in the 1996 Telecom Act is appropriate for use in the Performance Assessment Plan.

<u>Arguments</u>

BellSouth witness Cox agrees that the term "affiliate" should be defined as specified by the 1996 Telecom Act. The Act states,

> The term "affiliate" means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. For purposes of this paragraph, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10%.

ALEC witness Kinard also recommends using the Act's definition of "affiliate."

<u>DECISION</u>

Upon consideration, we find that the definition of "affiliate" contained in the Act is adequate for purposes of the Performance Assessment Plan.

XXXVIII. <u>AFFILIATE DATA</u>

This issue explores the question of whether there is a use or potential use for BellSouth affiliate data in the Performance Assessment Plan.

<u>Arguments</u>

BellSouth witness Cox argues that the only BellSouth affiliate data that might be relevant for comparison with ALEC results would be a BellSouth ALEC affiliate. She notes that there is no value in scrutinizing data for BellSouth affiliates whose operations are not comparable to those of ALECs.

In cross-examination, witness Cox testified that she is unaware of any BellSouth affiliates, other than its affiliated ALEC, that currently rely upon BellSouth's OSS databases, system interfaces, or back-end systems in their operations.

ALEC witness Kinard argues that BellSouth should separately report any affiliate activity for the metrics adopted in this proceeding. She notes that BellSouth should be allowed to exclude the number of affiliate observations from data reported to individual ALECs, but should include this information in data provided to this Commission.

DECISION

We agree with BellSouth witness Cox that the only potentially relevant BellSouth affiliate data for purposes of the Performance Assessment Plan, is data regarding BellSouth ALEC affiliates. This data shall be reported by BellSouth monthly, for each applicable affiliate and metric, for purposes of our monitoring.

If other BellSouth affiliates were to make use of the OSS databases, systems, and interfaces, the data associated with those affiliates would also be relevant for purposes of the Performance Assessment Plan. However, based upon BellSouth witness Cox's testimony that she is unaware of any BellSouth affiliates, other than its affiliated ALEC, that currently rely upon BellSouth's OSS databases, system interfaces, or back-end systems in their operations, we find that the term "affiliates" shall only apply to any BellSouth's ALEC affiliates in this context.

Should there be a change regarding other BellSouth affiliates' use of OSS databases, systems, and interfaces, BellSouth shall inform this Commission so this matter can be revisited.

Furthermore, BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate. We agree with ALEC witness Kinard that only this Commission should be provided the numbers of transactions or observations for BellSouth ALEC affiliates for purposes of its review. Both this Commission and

ALECs shall be provided with metrics results such as average intervals, percent completed on time, etc.

We find that only BellSouth ALEC affiliate data shall be reported for purposes of monitoring under the Performance Assessment Plan. BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate; however, only we shall be provided the number of transactions or observations for BellSouth ALEC affiliates. Further, BellSouth shall inform us of any changes regarding non-ALEC affiliates" use of its OSS databases, systems, and interfaces.

XXXIX. USE OF AFFILIATE DATA

This issue raises the question òf how BellSouth affiliate data could be used by us, including its potential use as a benchmark for determining parity between service provided to competing ALECs versus service provided to BellSouth's affiliated ALEC(s). This issue also raises the question of whether attention should be paid to possible disparity between BellSouth's treatment of its own affiliated ALEC(s) versus treatment given competing ALECs.

Arguments

BellSouth witness Cox points out that in FCC decisions, performance related to BOC affiliates has played no role in its analysis. Instead, she notes that the FCC compares only the performance provided to the ALEC to the performance the BOC provides to its retail customers.

Witness Cox notes that the Georgia Public Service Commission rejected a proposal for comparison between BellSouth's performance for ALECs and its performance for affiliates. Instead the Georgia Commission noted that if an ALEC believes BellSouth is showing preference to its affiliate, it may file a complaint with the Commission.

Witness Cox also points out that the Louisiana Public Service Commission staff's recommendation proposed that if the activity in that state of BellSouth's affiliated ALEC reaches a certain threshold, then it should be determined in future audits whether there is any evidence of discriminatory treatment.

Witness Cox recommends that BellSouth provide its ALEC affiliate data just like any other ALEC. She recommends either the Georgia or Louisiana staffs' approaches in Florida, but disagrees with any attempt to tie the affiliate results to the Performance Assessment Plan at this time. ALEC witness Kinard proposes that BellSouth report data and that this Commission study it for several months before deciding whether the affiliate data can be used as a substitute for benchmarks and analogs.

DECISION

We agree that we need not take any action regarding BellSouth ALEC affiliate data at this time. Instead, we will monitor this data, as BellSouth and the ALEC Coalition suggest, until its relevance, impact, and significance can be determined.

We find the BellSouth affiliated ALEC transaction volume not significant and would not currently provide a meaningful substitute for benchmarks or analogs. In the meantime, we find that the affiliate results are unlikely to skew the overall performance results and need not be excluded from calculation of ALEC aggregate results.

We will monitor the BellSouth ALEC affiliate performance metrics results provided each month until an assessment can be made of the data's relevance and significance. At this time, no use should be made of the affiliate data for determining Tier 1 or Tier 2 compliance.

This docket shall remain open pending administrative approval of BellSouth's proposed assessment plan. BellSouth shall file this proposed plan within 45 days of the issuance of the Final Order in this docket. BellSouth's proposed plan shall address the following key elements of witness Stallcup's proposal:

1. Administration Plan
2. Service Quality Measures
3. Tier 1 And Tier 2 Enforcement Measures
4. Analogs and Benchmarks
5. Calculation Procedures
6. Statistical Methodology

This docket shall remain open for the periodic reviews of the Performance Assessment Plan to begin six months after approval of the Performance Assessment Plan.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the specific findings set forth in this Order are approved in every respect. It is further

ORDERED that any appropriate modifications shall be addressed as part of the next performance assessment plan review cycle. This review shall occur approximately six months after completion of this proceeding. It is further

ORDERED that all 71 proposed BellSouth metrics shall be adopted as part of the Florida SQMs. Additionally, the following four metrics shall be included in the Florida SQMs: Percent Order Accuracy; Percent Completion/Attempts without a Notice or with less than 24 Hours Notice; Percent Completion of Timely Loop Modification; and Percent Billing Errors Corrected in X Days. It is further

ORDERED that the business rules, disaggregation and standards approved in Attachments 3, 4, and 5, which are incorporated herein, shall be adopted. It is further

ORDERED that BellSouth shall adhere to Attachment 7, incorporated herein, for compliance reporting purposes for disaggregation and standards. It is further

ORDERED that the metrics displayed in the "Commission Approved" column in Attachment 6 shall be included in the Florida Performance Assessment Plan as Tier 1 and Tier 2 enforcement metrics. It is further

ORDERED that BellSouth shall develop a Performance Assessment Plan that includes a self-executing voluntary enforcement mechanism if performance data and reports are not posted to the BellSouth Interconnection Services Website by the due date. This penalty shall incomplete or inaccurate. A penalty of $2,000 per day shall be assessed for the aggregate of all such reports. This payment shall be made to the Florida

Public Service Commission, for deposit into the State General Revenue Fund, within 15 calendar days of the actual publication date. It is further

ORDERED that BellSouth shall develop a Performance Assessment Plan that includes a self-executing voluntary enforcement mechanism if performance data and reports are incomplete or inaccurate. A penalty of no less than $400 per day shall be assessed for the aggregate of all such reports. This payment shall be made to the Florida Public'Service Commission, for deposit into the State General Revenue Fund, within 15 calendar days of the final publication date or the report revision date. It is further

ORDERED that BellSouth shall file a revised performance assessment plan consistent with this Order, within 45 days of the Final Order in this docket. Our staff is directed to administratively approve the performance assessment plan and enforcement mechanism if it complies with the Final Order in this docket. It is further

ORDERED that the Performance Assessment Plan shall become effective 90 days from approval of the Plan submitted in conformance with the Final Order in this docket. It is further

ORDERED that where the standard for a measure is a retail analog, compliance shall be evaluated through a statistical process. Where the standard for a measure is a benchmark, compliance shall be determined by a "bright-line" comparison, with an adjustment for small sample sizes. It is further

ORDERED that BellSouth's definition of parity shall be adopted. Where a measure has a retail analog, BellSouth shall provide access to a competing carrier in substantially the same time and manner as it provides to itself. For those functions that have no retail analog, BellSouth shall provide access that would offer an efficient carrier a meaningful opportunity to compete. It is further

ORDERED that the Truncated Z statistic shall be used to evaluate compliance for enforcement measures with retail analogs. For small samples (30 or less), a permutation test shall be used to calculate Z-scores for mean measures. In addition, the

transformed data method, also known as the arcsine square root transformation, shall be used to calculate Z-scores for proportion and rate measures. For small samples, the hypergeometric test, also known as Fisher's Exact Test, shall be used for proportion and rate measures. It is further

ORDERED that Z-Tel's delta function and recommended parameter values shall be adopted. It is further

ORDERED that BellSouth shall develop a remedy plan which includes certain features. Remedies shall be measure-based, rather than transaction-based, and shall vary by type of measure and duration for Tier 1, and type of measure for Tier 2. The relative relationships between the various measure-based remedy payments shall be consistent with the relative relationships between the various BellSouth proposed, transaction-based remedy payments. Tier 1 remedies shall be set such that the average Month 1 remedy approximates the $2,500 minimum payment recommended by the ALEC Coalition. Tier 2 remedies shall be applicable after three consecutive months of violations, as proposed by BellSouth. It is further

ORDERED that BellSouth's recommended benchmark table shall be adopted for small samples as set forth in the body of this Order. It is further

ORDERED that there shall not be a floor on the balancing critical value. It is further

ORDERED that BellSouth shall make payments for Tier 1 and Tier 2 noncompliance by check, by the 30th day following the due date of the performance measurement report, for the month in which the obligation arose. It is further

ORDERED BellSouth shall pay the ALEC interest at a rate of six percent simple interest (at a rate of six percent simple interest per annum) for each day after the due date that BellSouth fails to pay the ALEC. It is further

ORDERED that BellSouth shall remit to this Commission $1,000 per day, for deposit in the State's General Revenue Fund, for each day that payment is late under the Tier 2 enforcement mechanism. It is further

ORDERED that if an ALEC disputes the amount paid under Tier
1 enforcement mechanisms, the ALEC shall submit a written claim
to BellSouth within 60 days after the payment due date.
BellSouth shall investigate all claims and provide the ALEC
written findings within 30 days after receipt of the claim. If
BellSouth determines the ALEC is owed additional amounts,
BellSouth shall pay the ALEC such additional amounts within 30
days after its findings along with six percent simple interest
per annum. However, the ALEC shall be responsible for all
administrative costs associated with resolution of disputes that
result in no actual payment. Administrative costs are those
reasonable costs incurred in the resolution of the disputed
matter. Such costs would include, but not be limited to,
postage, travel and lodging, communication expenses, and legal
costs. If BellSouth and the ALEC have exhausted good faith
negotiations and are still unable to reach a mutually agreeable
settlement pertaining to the amount disputed, will we settle the
dispute. If our intervention is required, a mediated resolution
will be pursued. It is further

ORDERED that at the end of each calendar year, an
independent accounting firm, mutually agreeable to this
Commission and BellSouth, shall certify that all penalties under
Tier 1 and Tier 2 enforcement mechanisms were paid and accounted
for in accordance with Generally Accepted Accounting Principles.
Furthermore, these audits shall be performed based upon valid
audited data of BellSouth's performance measures. It is further

ORDERED that the limitations of liability as set forth in
the body of this Order shall apply to BellSouth. It is further

ORDERED that the Performance Assessment Plan shall include
an absolute annual cap, limiting total annual payments under Tier
1 and Tier 2 as specified above. It is further

ORDERED that the absolute annual cap for Tier 1 and Tier 2
payments shall be set at 39 percent of BellSouth's annual Florida
net operating revenues, based upon the most recently reported
ARMIS data. It is further

ORDERED that the cost of third-party audits shall be borne
by BellSouth. It is further

ORDERED that the third-party auditor shall be selected by BellSouth, with input from the ALECs and confirmed by this Commission to ensure adherence to the general standards of the Institute of Internal Auditors. it is further

ORDERED that third-party audits of BellSouth's Performance Assessment Plan metrics and reports are required on an annual basis. The metrics and reports shall be audited at a state level unless the data is only reported and collected at a regional level. It is further

ORDERED that a comprehensive independent third-party audit of BellSouth's Performance Assessment Plan data and reports for both BellSouth and the ALECs shall be conducted for the current year data for each of the next five years. BellSouth, the ALECs, and this Commission shall jointly determine the scope of the audit. It is further

ORDERED that BellSouth shall retain the performance measurement raw data files for a period of 18 months and further retain the monthly reports produced in PMAP for a period of three years. It is further

ORDERED that BellSouth shall provide monthly results for each metric for each BellSouth ALEC affiliate; however, only this Commission shall be provided the number of transactions or observations for BellSouth ALEC affiliates. Further, BellSouth shall inform this Commission of any changes regarding non-ALEC affiliates' use of its OSS databases, systems, and interfaces. It is further

ORDERED that this docket shall remain open for the periodic reviews of the Performance Assessment Plan to begin six months after approval of the Performance Assessment Plan.

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By ORDER of the Florida Public Service Commission this 10th day of September, 2001.

BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

By: *Kay Flynn*

Kay Flynn, Chief
Bureau of Records and Hearing
Services

(S E A L)

JKF

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First

District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Director, Division of the Commission Clerk and Administrative Services and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Time and Response Interval (Pre-Ordering/ Ordering)

Definition

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

Syntactically incorrect queries.

Business Rules

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

Calculation

Response Time = (a - b)

- a = Date & Time of Legacy Response
- b = Date & Time of Legacy Request

Average Response Time = c ÷ d

- c = Sum of Response Times
- d = Number of Legacy Requests During the Reporting Period

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

Last Revised 10/25/01

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 seconds

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤ 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For ROS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x

Last Revised 10/25/01

OSS-1: Average Response Time and Response Interval (Pre-Ordering/Ordering)

Table 2: Legacy System Access Times For ROS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG*

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP-DDI	Schedule	x	x	x	x	x
CRIS	TAG-CSR	CSR	x	x	x	x	x
P/SIMS	PSIM/ORB	Feature/Service	x	x	x	x	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X

Note: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

Last Revised 10/25/01

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **CRIS** (Customer Record Information System) – Source of CSR (Customer Service Record) information. Contains information about individual customers including listings, addresses, features, services, etc. CLECs and BellSouth can query for CSR information. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 Seconds

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
Atlas	RNS,ROS	TAG, LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
CRSECSRL		LENS
TAG-CSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB		LENS, TAG

Last Revised 10/25/01

OSS-1: Average Response Time and Response Interval (Pre-Ordering/Ordering)

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O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions

- Service Requests canceled by CLEC prior to being confirmed.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
  From 4:30 P.M. Friday until 8:00 A.M. Monday

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

Business Rules

- **Fully Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI translator or TAG.
- **Partially Mechanized**: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI translator, or TAG.
- **Non-Mechanized**: The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks**: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

Average FOC Interval = (c ÷ d)

- c = Sum of all Firm Order Confirmation Times
- d = Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution = (e ÷ f) X 100

- e = Service Requests Confirmed in Designated Interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  - $0 - \leq 15$ minutes
  - $> 15 - \leq 30$ minutes
  - $> 30 - \leq 45$ minutes
  - $> 45 - \leq 60$ minutes
  - $> 60 - \leq 90$ minutes
  - $> 90 - \leq 120$ minutes
  - $> 120 - \leq 180$ minutes
  - $0 - \leq 3$ hours
  - $> 3 - \leq 6$ hours
  - $> 6 - \leq 12$ hours
  - $> 12 - \leq 24$ hours
  - $> 24 - \leq 48$ hours
  - > 48 hours
- Partially Mechanized:
  - $0 - \leq 4$ hours
  - $> 4 - \leq 8$ hours
  - $> 8 - \leq 10$ hours
  - $0 - \leq 10$ hours
  - $> 10 - \leq 18$ hours
  - $0 - \leq 18$ hours
  - $> 18 - \leq 24$ hours
  - $> 24 - \leq 48$ hours
  - > 48 hours
- Non-mechanized:
  - $0 - \leq 4$ hours
  - $> 4 - \leq 8$ hours
  - $> 8 - \leq 12$ hours
  - $> 12 - \leq 16$ hours
  - $0 - \leq 24$ hours
  - $> 16 - \leq 20$ hours
  - $> 20 - \leq 24$ hours
  - $> 24 - \leq 36$ hours
  - $0 - \leq 36$ hours
  - $> 36 - \leq 48$ hours
  - > 48 hours
- Trunks:
  - $0 - \leq 48$ hours
  - > 48 hours
- Average Interval is reported in business hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • Interval for FOC • Total number of LSRs • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

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SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop with INP Design • 2W Analog Loop with INP Non-Design • 2W Analog Loop with LNP Design • 2W Analog Loop with LNP Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop ≥ DS1 • UNE Loop + Port Combinations • UNE Combination Other • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • UNE Line Splitting • EELs • Switch Ports • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • Local Interoffice Transport	• Fully Mechanized: - 95% ≤3 Hours • Partially Mechanized: - 95% ≤ 10 Hours • Non-Mechanized: - 95% ≤ 24 Hours
• Local Interconnection Trunks	• Trunks: 95% ≤ 48 Hours

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 95% ≤ 3 Hours
• Partially Mechanized	• 95% ≤ 10 Hours
• Non-Mechanized	• 95% ≤ 24 Hours
• Local Interconnection Trunks	• 95% ≤ 48 Hours

Last Revised 10/25/01

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of Service Requests [(Local Service Requests (LSRs) or Access Service Requests (ASRs)] to the distribution of a Reject. Service Requests are considered valid when they are submitted by the CLEC and pass edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Fatal Rejects
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  Local Interconnection Service Center (LISC) - Monday through Friday 4:30 P.M. until 8:00 A M.
  From 4:30 P.M.Friday until 8:00 A.M. Monday

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR (date and time stamps in EDI or TAG) until that LSR is rejected back to the CLEC. Elapsed time for each LSR (date and time stamps in EDI or TAG) is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until the LSR is rejected (date and time stamp or reject in EDI translator, or TAG). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI translator or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via EDI translator, or TAG.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported as a separate category.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e ÷ f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  $0 - \leq 4$ minutes
  $> 4 - \leq 8$ minutes
  $> 8 - \leq 12$ minutes
  $> 12 - \leq 60$ minutes
  $0 - \leq 1$ hour
  $> 1 - \leq 4$ hours
  $> 4 - \leq 8$ hours
  $> 8 - \leq 12$ hours
  $> 12 - \leq 16$ hours
  $> 16 - \leq 20$ hours
  $> 20 - \leq 24$ hours
  > 24 hours
- Partially Mechanized:
  $0 - \leq 1$ hour
  $> 1 - \leq 4$ hours
  $> 4 - \leq 8$ hours
  $> 8 - \leq 10$ hours
  $0 - \leq 10$ hours
  $> 10 - \leq 18$ hours
  $0 - \leq 18$ hours
  $> 18 - \leq 24$ hours
  > 24 hours
- Non-mechanized:
  $0 - \leq 1$ hour
  $> 1 - \leq 4$ hours
  $> 4 - \leq 8$ hours
  $> 8 - \leq 12$ hours
  $> 12 - \leq 16$ hours
  $> 16 - \leq 20$ hours
  $> 20 - \leq 24$ hours
  $0 - \leq 24$ hours
  > 24 hours
- Trunks:
  $0 - \leq 36$ hours
  > 36 hours
- Average Interval is reported in business hours.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month • Reject Interval • Total Number of LSRs • Total Number of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark

• Resale – Residence
• Resale – Business
• Resale – Design (Special)
• Resale PBX
• Resale Centrex
• Resale ISDN
• LNP Standalone
• INP Standalone
• 2W Analog Loop Design
• 2W Analog Loop Non-Design
• 2W Analog Loop with INP Design
• 2W Analog Loop with INP Non-Design
• 2W Analog Loop with LNP Design
• 2W Analog Loop with LNP Non-Design
• UNE Digital Loop < DS1
• UNE Digital Loop ≥ DS1
• UNE Loop + Port Combinations
• UNE Combination Other
• UNE ISDN Loop
• UNE Other Design
• UNE Other Non-Design
• UNE Line Splitting
• EELs
• Switch Ports
• UNE xDSL (ADSL, HDSL, UCL)
• Line Sharing
• Local Interoffice Transport
	• Fully Mechanized:
	  - 97% ≤ 1 Hour
	• Partially Mechanized:
	  - 95% ≤ 10 Hours
	• Non-Mechanized: - 95% ≤ 24 Hours

• Local Interconnection Trunks	• Trunks: 95% ≤ 36 Hours

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 97% ≤ 1 hour

SEEM Disaggregation	SEEM Analog/Benchmark
• Partially Mechanized	• $95\% \leq 10$ hours
• Non-Mechanized	• $95\% \leq 24$ hours
• Local Interconnection Trunks	• $95\% \leq 36$ hours

P-5: Average Completion Notice Interval

Definitions

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) Order types may be C, N, R, or T.
- D&F orders (Exception: "D" orders associated with LNP Standalone)

Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system or from the FAX server via LON.

Calculation

Completion Notice Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

Average Completion Notice Interval = c ÷ d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Dispatch/Non-Dispatch
- Reporting intervals in Hours: 0,1-2,2-4,4-8,8-12,12-24, ≥ 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0.99; 1-2 =1-1.99; 2-4 = 2-3.99, etc.)
- Reported in categories of <10 line / circuits; ≥ 10 line/circuits (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop With INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop With INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≤ DS1

• UNE Loop + Port Combinations
  - Dispatch In
  - Switch Based
	• Retail Residence and Business
	  - Dispatch In
	  - Switch Based

• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN (Includes UDC)	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SQM LEVEL of Disaggregation	SQM Analog/Benchmark
• UNE Line Splitting	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• EELs	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-5: Average Completion Notice Interval

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